

First Annual 9-1-1 PSAP Seminar 2012

The First Annual 9-1-1 PSAP Seminar was held October 16th and 17th at the POST Academy. There were 112 attendees representing thirty four different agencies. Registration opened at 0730 hours. Participants were greeted with a seminar binder, swag bag and continental breakfast

The opening ceremonies kicked off with the Nampa Police Department's Honor Guard. A warm welcome address was made by Idaho State Police Captain Gardiner. Captain Gardiner is the Chairman of the PSAP Standards Committee and a Commissioner for the Idaho Emergency Communications Commission. The keynote address was given by Natalie Marti who shared the very personal and heart wrenching story about losing her family and almost her own life, to a drunk driver.

After the keynote address, attendees headed off to their choice of seminars. There were two full days of workshops on Stress Management for Dispatchers, Hostage Negotiations, Ethics: A Dispatch Perspective, Idaho Gangs & Gang Identification, Critical Incidents: Emotional Survival, Domestic Violence Incidents, Dealing with the Suicidal Caller, and Dispatching Fire Calls. The seminar was certified through POST and each day was worth eight credit hours. Overall we provided 1350 hours of POST accredited training hours with the seminar.



Nearly every class received a request for a longer presentation, to be taught in workshops across the state, or to come back next year. Most of the classes received at least one comment stating it was someone's favorite or that it was the best class of the seminar.

The following are some of the comments received regarding individual classes:

“Renewed my desire to be a dispatcher!”, “Good call examples, great information & ideas to be a better dispatcher”, “Love that this was for dispatchers!”, “Phenomenal”, “Incredible Class”, “Excellent, very good course” and “Presentation was very amazing, makes us feel appreciated”.



Various vendors presenting software and hardware for all facets of our job were available throughout the two day seminar. There were representatives from Motorola, Cassidian, Priority Dispatch, Intrado, Century Link, Intergraph, Computer Arts, PowerPhone, Zetron, Frontier Communications, GeoComm, Tri-Tech, Communication Electronics, NICE, GeoSolve Inc, Westek, Alster Communications, Century Link, and Avaya.



Each day continental breakfast, snacks, and lunch were provided in the vendor room. During the lunch breaks some exciting door prizes were raffled off. Prizes ranged from gift cards to Kindle Fires.



Raffle Prize Winners:

The following are some of the comments received regarding the Seminar:

“Thank you so much for doing this for us!”, “I love being together with so many different agencies and experiences”, “Appreciate the opportunity to attend classes and appreciate the time of all involved”, “Overall I Loved the seminars. This was great. So glad I was able to join you!!!”, and “This was the best training I have received yet! The speakers were all amazing, it was marvelous!”

“I am thankful for those who all voluntarily came together and put on PSAP Training. That was the best training I have received yet! The speakers were all amazing, causing me to find interests that I never knew I had, learning about so much that benefits dispatch (I still rave about it to this day). Thank you to all of those who took their own time to setup the PSAP Training, it was marvelous!”



Dispatcher's from the following agencies attended the seminar: Ada County Sheriff's Office, Benewah County Sheriff's Office, Bingham County Sheriff's Office, Blaine County 9-1-1, Boise County Sheriff's Office, Canyon County Sheriff's Office, Caribou County Sheriff's Office, Cassia County Sheriff's Office, Clearwater County Sheriff's Office, Elmore County Sheriff's Office, Fort Hall Police Department, Gem County Sheriff's Office, Idaho County Sheriff's Office, Idaho Falls PD/Bonneville County 911, Idaho State Communications, Idaho State Police, Jefferson County Sheriff's Office, Kootenai County Sheriff's Office, Latah County Sheriff's Office, Lewis County Sheriff's Office, Lewiston City Police Department, Madison County Sheriff's Office, Nampa Police Department, Nez Perce County Sheriff's Office, Payette County Sheriff's Office, Pocatello Police Department, Power County Sheriff's Office, Post Falls Police Department, Shoshone County Sheriff's Office, SIRCOMM, Teton County Sheriff's Office, Twin Falls Police Department, Valley County Sheriff's Office, Washington County Sheriff's Office, WhitCom,

Thank you to all of the participating agencies and supervisors, and to the POST Academy for allowing us to use their facilities. Be on the look-out for future workshops being held across the State of Idaho. We look forward to our Second Annual 9-1-1 PSAP Seminar!